


**GUAM MEMORIAL HOSPITAL AUTHORITY  
ADMINISTRATIVE MANUAL**

APPROVED BY:	RESPONSIBILITY:	EFFECTIVE DATE:	POLICY NO.:	PAGE:
 Peter John D. Camacho, M.P.H. Hospital Administrator/CEO	Materials Management	April 12, 2018	A-EC1000	1 of 2
<b>TITLE: PRODUCT RECALLS &amp; ALERTS</b>				
<b>LAST REVIEWED/REVISED: 06/2017</b>				
<b>ENDORSED: EMC 03/2018</b>				

**PURPOSE:**

To establish guidelines in managing the Product Recall and Alert process.

**POLICY:**

The Materials Management Department shall take immediate corrective action on the notification or recall of all suspect or defective goods or products that may jeopardize patient safety.

**PROCEDURE:**

The Materials Management Department shall affect the removal of all products subject to vendor recalls or alert notices immediately upon receiving the notice

- I. Notices of product recalls and alerts are to be routed to the Hospital Materials Management Administrator.
- II. The Hospital Materials Management Administrator shall prepare a Product Recall and Alert memorandum for Hospital wide distribution. The following Hospital offices and units will be provided a copy of the Recall/Alert notice for distribution, action and response:
  - Hospital Unit Supervisors
  - Administrator of Laboratory Services
  - Hospital Food Services Administrator
  - Chief Hospital Pharmacist
  - Chief Hospital Radiologic Services
  - Special Services Supervisor
  - Medical Electronics Superintendent
  - Central Supply and Receiving Supervisor
  - Warehouse Supervisor
- III. The Hospital Materials Management Administrator shall notify with a copy of the Recall and Alert notice the following Hospital offices and holding files:
  - Hospital Administrator/CEO
  - Associate Administrator, Operations
  - Associate Administrator, Clinical Services

- Associate Administrator, Professional Services
  - Assistant Administrator, Nursing Services
  - Deputy Assistant Administrator, Nursing Services
  - Hospital Risk Management Program Officer
  - Safety & Security Administrator
  - Environment of Care Committee
  - Employee Health/Infection Control
  - Product Failure/Recall File
- IV. The units/departments will review, verify and physically check to determine if they have the item(s) on hand. The unit department will report finding by sending a written or electronic response by the due date (48 hours after the issue date of the Recall and Alert notice) to the Materials Management department indicating whether:
- The unit/department does not carry the item(s);
  - The unit/department does carry the item(s), but no is longer in stock or non-in-stock (NIS).
  - The unit department has the product on hand and will comply with the instructions on the Recall/Alert Memorandum concerning disposition of the item(s).
- V. The Supply Clerk will track and follow up with the departments/units who didn't respond by the required 48 hour reporting time. Those departments/units that are not in compliance by responding within the second request will be documented and forwarded to the Hospital Materials Management Administrator who will then inform the Environment of Care Committee Chairman. The Environment of Care Committee Chairman will notify the Hospital Administrator/CEO in writing for further review and recommendation.
- VI. The Supply Clerk will follow up with the manufacturer or wholesaler regarding the recall item(s) and obtain the necessary documentation to affect the recommended disposition, i.e., vendor RA # to return of the product(s) for credit, replacement or a vendor or manufacturer written instruction for destruction and forward the documents and the items to the appropriate section for disposition.
- VII. The Receiving section will prepare the item(s) for return shipment, as directed on the Recall and Alert notice. Upon completing the return shipment, will forward the Recall and Alert notice with attachment(s) to the Stock Control section for further action.
- VIII. The Property Management Officer (PMO) will prepare survey document to destroy item(s), as directed on the Recall and Alert notice. Upon completion of destruction, the PMO will forward the Recall and Alert notice with attachment(s) to the Stock Control section for further action.
- IX. The Stock Control section will file and maintain all completed Recall and Alert notice alphabetically in the Product Failure / Recall File by the item's nomenclature.

**RESCISSION:**

Policy No. 9, Product Recalls and Alerts of the Materials Management Department Manual made effective September 1, 2001.